

# Market Conduct Annual Statement for the State of Missouri

Life & Annuities

2009 Data

Industry Averages



October 2010

## **Schedule 1: Individual Life Cash Value Products**

<b>Ratios</b>	<b>Statewide Average Ratio</b>
Ratio 1. The number of replacements issued compared to the number of policies issued	5.9%
Ratio 2. The number of 1035 exchanges to the number of policies issued	3.0%
Ratio 3. The number of surrenders compared to the number of policies issued	65.0%
Ratio 4. The number of policies with loan balances exceeding 25% compared to the number of policies in force	6.9%
Ratio 5. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.15%
Ratio 6. The number of claims denied, resisted or compromised compared to the number of claims closed	.215%
Ratio 7. Number of complaints per 1,000 policies in force	.35

<b>Number of companies with ratios falling in the range:</b>												
	<b>0%</b>	<b>&gt;0% to 10%</b>	<b>&gt;10% to 20%</b>	<b>&gt;20% to 30%</b>	<b>&gt;30% to 40%</b>	<b>&gt;40% to 50%</b>	<b>&gt;50% to 60%</b>	<b>&gt;60% to 70%</b>	<b>&gt;70% to 80%</b>	<b>&gt;80% to 90%</b>	<b>&gt;90% to 100%</b>	<b>&gt;100%</b>
Ratio 1	174	59	19	11	9	5	6	3	1	0	2	3
Ratio 2	210	42	19	3	5	5	3	0	0	1	2	2
Ratio 3	30	22	20	17	11	12	10	12	5	3	7	143
Ratio 4	60	183	44	2	1	0	0	0	0	0	0	2
Ratio 5	229	45	10	5	1	1	0	0	0	0	1	0
Ratio 6	252	30	6	1	2	0	0	0	0	0	1	0
<b>Number of complaints per 1,000 policies in force</b>												
	<b>0</b>	<b>&gt;0 to 0.25</b>	<b>&gt;0.25 - 0.5</b>	<b>&gt;0.5 to 0.75</b>	<b>&gt;0.75 to 1</b>	<b>&gt;1 to 2</b>	<b>&gt;2 to 3</b>	<b>&gt;3 to 4</b>	<b>&gt;4 to 5</b>	<b>&gt;5 to 6</b>	<b>&gt;6 to 7</b>	<b>&gt;7</b>
Ratio 7	178	30	27	17	9	20	6	5	0	0	0	0

## **Schedule 2: Individual Life Non-Cash Value Products**

<b>Ratio</b>	<b>Statewide Average Ratio</b>
Ratio 1. The number of replacements issued compared to the number of policies issued	13.5%
Ratio 2. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.8%
Ratio 3. The number of claims denied, resisted or compromised compared to the number of claims closed	2.1%
Ratio 4. Number of complaints per 1,000 policies in force	.97

<b>Number of companies with ratios falling in the range:</b>												
	<b>0%</b>	<b>&gt;0% to 10%</b>	<b>&gt;10% to 20%</b>	<b>&gt;20% to 30%</b>	<b>&gt;30% to 40%</b>	<b>&gt;40% to 50%</b>	<b>&gt;50% to 60%</b>	<b>&gt;60% to 70%</b>	<b>&gt;70% to 80%</b>	<b>&gt;80% to 90%</b>	<b>&gt;90% to 100%</b>	<b>&gt;100%</b>
Ratio 1	172	23	26	15	16	2	2	0	0	2	0	0
Ratio 2	231	13	6	3	1	2	0	1	0	0	1	0
Ratio 3	239	10	0	3	2	3	0	0	0	0	1	0
<b>Number of complaints per 1,000 policies in force</b>												
	<b>0</b>	<b>&gt;0 to 0.25</b>	<b>&gt;0.25 - 0.5</b>	<b>&gt;0.5 to 0.75</b>	<b>&gt;0.75 to 1</b>	<b>&gt;1 to 2</b>	<b>&gt;2 to 3</b>	<b>&gt;3 to 4</b>	<b>&gt;4 to 5</b>	<b>&gt;5 to 6</b>	<b>&gt;6 to 7</b>	<b>&gt;7</b>
Ratio 4	206	12	8	8	3	7	2	3	1	2	0	6

## **Schedule 3: Group Life Products**

<b>Ratios</b>	<b>Statewide Average Ratio</b>
Ratio 1. The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.7%
Ratio 2. The number of claims denied, resisted or compromised compared to the number of claims closed	1.8%
Ratio 3. Number of complaints per 1,000 policies in force	0.62

<b>Number of companies with ratios falling in the range:</b>												
	<b>0%</b>	<b>&gt;0% to 10%</b>	<b>&gt;10% to 20%</b>	<b>&gt;20% to 30%</b>	<b>&gt;30% to 40%</b>	<b>&gt;40% to 50%</b>	<b>&gt;50% to 60%</b>	<b>&gt;60% to 70%</b>	<b>&gt;70% to 80%</b>	<b>&gt;80% to 90%</b>	<b>&gt;90% to 100%</b>	<b>&gt;100%</b>
Ratio 1	151	22	4	3	0	0	1	0	2	0	1	0
Ratio 2	151	29	1	1	0	1	0	0	0	0	1	0
<b>Number of complaints per 1,000 policies in force</b>												
	<b>0</b>	<b>&gt;0 to 0.25</b>	<b>&gt;0.25 - 0.5</b>	<b>&gt;0.5 to 0.75</b>	<b>&gt;0.75 to 1</b>	<b>&gt;1 to 2</b>	<b>&gt;2 to 3</b>	<b>&gt;3 to 4</b>	<b>&gt;4 to 5</b>	<b>&gt;5 to 6</b>	<b>&gt;6 to 7</b>	<b>&gt;7</b>
Ratio 3	149	3	4	0	0	2	1	2	2	1	1	19

## **Schedule 4: Individual Fixed Annuities**

<b>Ratios</b>	<b>Statewide Average Ratio</b>
Ratio 1. The number of replacements issued compared to the number of policies issued	21.2%
Ratio 2. The number of 1035 exchanges to the number of policies issued	10.2%
Ratio 3. The number of surrenders compared to the number of policies issued	51.3%
Ratio 4. Number of complaints per 1,000 policies in force	0.47

<b>Number of companies with ratios falling in the range:</b>												
	<b>0%</b>	<b>&gt;0% to 10%</b>	<b>&gt;10% to 20%</b>	<b>&gt;20% to 30%</b>	<b>&gt;30% to 40%</b>	<b>&gt;40% to 50%</b>	<b>&gt;50% to 60%</b>	<b>&gt;60% to 70%</b>	<b>&gt;70% to 80%</b>	<b>&gt;80% to 90%</b>	<b>&gt;90% to 100%</b>	<b>&gt;100%</b>
Ratio 1	123	15	26	20	10	10	4	4	2	1	1	5
Ratio 2	129	36	31	7	5	2	1	1	2	1	3	3
Ratio 3	57	17	13	7	11	5	5	7	6	6	7	80
<b>Number of complaints per 1,000 policies in force</b>												
	<b>0</b>	<b>&gt;0 to 0.25</b>	<b>&gt;0.25 - 0.5</b>	<b>&gt;0.5 to 0.75</b>	<b>&gt;0.75 to 1</b>	<b>&gt;1 to 2</b>	<b>&gt;2 to 3</b>	<b>&gt;3 to 4</b>	<b>&gt;4 to 5</b>	<b>&gt;5 to 6</b>	<b>&gt;6 to 7</b>	<b>&gt;7</b>
Ratio 4	172	4	12	9	3	5	6	3	1	0	3	3

## **Schedule 5: Individual Variable Annuities**

<b>Ratios</b>	<b>Statewide Average Ratio</b>
Ratio 1. The number of replacements issued compared to the number of policies issued	19.5%
Ratio 2. The number of 1035 exchanges to the number of policies issued	9.4%
Ratio 3. The number of surrenders compared to the number of policies issued	66.0%
Ratio 4. Number of complaints per 1,000 policies in force	0.419

<b>Number of companies with ratios falling in the range:</b>												
	<b>0%</b>	<b>&gt;0% to 10%</b>	<b>&gt;10% to 20%</b>	<b>&gt;20% to 30%</b>	<b>&gt;30% to 40%</b>	<b>&gt;40% to 50%</b>	<b>&gt;50% to 60%</b>	<b>&gt;60% to 70%</b>	<b>&gt;70% to 80%</b>	<b>&gt;80% to 90%</b>	<b>&gt;90% to 100%</b>	<b>&gt;100%</b>
Ratio 1	45	5	6	10	14	7	4	2	3	3	1	0
Ratio 2	44	18	14	11	2	3	0	1	1	1	2	3
Ratio 3	13	0	0	4	2	2	3	5	3	4	4	60
<b>Number of complaints per 1,000 policies in force</b>												
	<b>0</b>	<b>&gt;0 to 0.25</b>	<b>&gt;0.25 - 0.5</b>	<b>&gt;0.5 to 0.75</b>	<b>&gt;0.75 to 1</b>	<b>&gt;1 to 2</b>	<b>&gt;2 to 3</b>	<b>&gt;3 to 4</b>	<b>&gt;4 to 5</b>	<b>&gt;5 to 6</b>	<b>&gt;6 to 7</b>	<b>&gt;7</b>
Ratio 4	64	3	11	7	4	9	0	0	0	0	0	2